

ABSTRACT

A system and method for blending tasks received from a plurality of media switches. The method comprises receiving a plurality of task data indicating a plurality of tasks and a plurality of agent data indicating a plurality of agents. The task data and the agent data are stored in a database system. Tasks are assigned to the agents according to workflows. The system comprises a blending engine coupled to a plurality of media switches and a plurality of agent workstations coupled to the blending engine. The blending engine receives a plurality of task data from the media switches. The agent workstations provide a plurality of agent data to the blending engine. The blending engine provides a plurality of task assignments to the agent workstations according to workflows.